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PATENT  
Customer No. 22,852  
Attorney Docket No. 05793.3034-00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
William J. TUMULTY et al. ) Group Art Unit: 3644  
)  
Application No.: 09/820,982 ) Examiner: S.C. Alimenti  
)  
Filed: March 30, 2001 )  
)  
For: SYSTEM AND METHOD FOR )  
PRIORITIZING CUSTOMER )  
INQUIRIES )

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AFTER FINAL, REQUEST FOR WITHDRAWAL OF FINALITY OF  
FINAL REJECTION, AND REQUEST FOR RECONSIDERATION**

Sir:

In reply to the Office Action mailed February 9, 2004, Applicants propose amending the application as follows. Applicants also respectfully request withdrawal of the finality of the previous Office Action and the Examiner's reconsideration in view of the remarks that follow:

**Amendments to the claims** are reflected in the listing of claims beginning on page 2 of this paper.

**Remarks** follow the listing of claims section of this paper beginning on page 15.